

Unit



Bin Management

Warehouses are part of supply chain management. Storage system is an engineered system with the function to store materials.

This unit is divided into four sessions to provide knowledge on binning and bin management. The first session focusses on binning and material required; the second session discusses the storage system under binning; the third session deals with labelling and coding of goods and the fourth session describes the warehouse management system.

SESSION 1: BINNING AND MATERIAL REQUIRED

Bins

Bins are large containers or enclosed space for storing something in bulk, such as coal, grain, or wool. These bins are also used in various ways as;

1. Bread bin: A small container for bread.
2. Brewing bin: A storage place for bottled items, i.e., one particular bottling of syrup.
3. Dustbin or rubbish bin: A container for litter, rubbish, etc.

Binning

Storing the goods in a systematic manner into the bins that are available in the warehouse is binning. Space

saving can be achieved by this process. The storage of the goods could vary on the basis of requirement and the type of goods. Many a times the storage bins are available immediately for the regular goods but at times the storage place and bins have to be allocated and designed for the goods that are rarely produced.

Binner

Binner is an individual whose role is to bin or store the items into the storage bins according to an inventory list. Binner is also called as floor staff and warehouse associate.

The binner is responsible for moving cargo, re-packing, labelling and coding the items with the help of the supporting team members as per the instructions received from the supervisor.

Key competencies of a binner include—

1. Knowledge of the types of goods and products being handled.
2. Binning and stock recording methods.
3. Working knowledge of technology and equipment used for scanning products and binning goods.
4. Understanding the methods, sequence and material for cleaning a variety of surfaces, equipment and machinery.
5. Identifying suitable equipment for the work area.
6. Acquiring in-depth knowledge of the procedures for disposing waste, disposing of storing equipment, reporting unidentified soiling, etc.

Steps in binning process

There are six-steps in the binning process. They are—

- (a) Classifying the inventory: The inventory is classified according to the size, weight and frequency of the stored goods.
- (b) Allocating the right storage solutions to the inventory: Steps to be followed by a binner, to organise the storage of inventory which helps them to know the location of the goods stored.



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- (c) Automating processes: The goods can be stored and retrieved more quickly with greater accuracy.
- (d) Identifying storage location for goods to help in—
 - retrieval
 - picking accuracy
 - work processes
 - search of items
- (e) Optimising picking processes: Parallel picking is the mixture of both strategies outlined.
- (f) Implementing a comprehensive software solution: The company's Enterprise Resource Planning (ERP) systems must be merged with the programs for controlling the storage in the warehouse and for finely tuning the picking process.

This binning process is very much successful and productive in warehouse management.

Functions of a binner

The functions of a binner are very important in a warehouse. They are—

1. Receiving all packages and checking them for errors and pre-packing packages before storing into the bins according to an inventory list.
2. Preparing and performing binning, post binning exercises and carrying out housekeeping and post housekeeping activities.
3. Locating bay area and binning products from the pick list and storing them on shelves.
4. Classifying the goods received as per the defined categories.
5. Notifying the supervisor if the current location is full and obtaining an alternate location.
6. Checking the nature of products and determining method of binning.
7. Collecting the pallet trolley if required or requesting assistance of available MHE operator.
8. Applying the binning methods specified by the organisational procedure for the type of goods and sizes of orders using equipment required and covering all items on pick list.



9. Ensuring that the methods of packing, labeling and coding for all category of goods are followed.
10. Checking binned items for errors and reporting the status of binned inventory to the supervisor complying with the safety, security and maintenance regulations.

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Practical Exercise

Activity 1

Understanding the binning process.

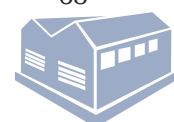
Material Required

Check-list to visit notes, notebook and pen/pencils.

Procedure

1. Visit a warehouse near your location.
2. Take a note of their activities, functions and keenly observe the premises.
3. Mention the appropriate option (Yes, No and give reasons/ remarks).

S.No.	Activity and Functions	Yes	No	Reasons/ Remarks
1.	Looking at the records, are the goods received regularly at the warehouse?			
2.	Do they maintain format for the inward or outward of goods?			
3.	Is the procedure of inward or outward clear with all the needed information?			
4.	Is the location of the storage clean and tidy?			
5.	Is the staff responsible at storage bins?			
6.	Did you observe any untidyness in the warehouse?			
7.	Are the storage bins made as per the inventory list?			
8.	Is the inventory data recorded and maintained systematically?			
9.	Is there any professional development training given to the staff if needed?			
10.	Is the work done at binner level properly recorded at managerial level?			
11.	Is there any efficiency report maintained in use of materials and labour?			



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4. Survey Questions: With prior permission from the warehouse head, visit the warehouse and practically involve the students in end-to-end binning process with the support and guidance by the warehouse staff.

Give responses to the points in the space provided.

- (a) Prior information of the goods about to be received at the warehouse.

- (b) Process the filling of needed inward documents and forwarding the same to the next level.

- (c) Counting the goods received and measures to be taken undertaking the goods details.

- (d) Carrying the goods to the storage bins.

- (e) Consulting the person who is responsible for storage allocation if the stores or shelves are fully loaded.

- (f) Packing, labelling and coding differences, and colours, signs and symbols involved in the binning process while moving goods.

- (g) Taking the trolleys with bulky goods within the warehouse.

- (h) Safety measures, disposal of waste methods, etc.

- (i) Outward process of the goods to be sent to customers.



- (j) Cleaning the storage location on daily basis, and measures to be taken for the same.

Activity 2

Demonstrate the key competencies of a binner in a given situation.

Material Required

Check-list to visit notes, notebook and pen/pencils.

Procedure

1. List the key competencies of warehousing in a paper.
2. Find the key competencies of a binner.
3. Discuss about it in the class.
4. Ask the teacher to comment on your discussions.

Check Your Progress

A. Fill in the Blanks

1. Binner is the individual whose role is to _____ in to the storage bins, according to an inventory list.
2. Binner at times is responsible for moving cargo, repacking and _____ the items.
3. The key features to consider in classifying the inventory are the _____ and _____ of the stored goods.
4. Larger quantities of goods can be _____ and _____ more quickly.
5. To move cargo, _____ items and documenting cargo with the products shipping for distribution.

B. Multiple Choice Questions

1. Which are the key competencies of a warehouse binner?
 - (a) Knowledge of the types of products and goods being handled.
 - (b) Understanding the methods, sequence and material.
 - (c) In-depth knowledge of the procedures.
 - (d) All of these.
2. Allocating right storage solutions to the inventory means _____.
 - (a) putting similar products in the same place
 - (b) contacting the right company for storage



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- (c) unloading the products properly
- (d) None of these
- 3. Automating processes result in _____.
 - (a) higher picking accuracy of up to 99.9 per cent
 - (b) better monitoring
 - (c) better inventory
 - (d) All of these
- 4. Picking method of dividing the storage area into various sections is known as _____.
 - (a) batch picking
 - (b) zone picking
 - (c) parallel picking
 - (d) None of these
- 5. Finding the optimal position for each individual product within the warehouse is the _____.
 - (a) Retrieval frequency
 - (b) Number of recover units in each case
 - (c) Number of units to be stored
 - (d) All of the above

C. State whether True or False

1. Bread is kept in a dust or rubbish bin.
2. The storage of the goods could vary based on the requirement and type of goods.
3. A warehouse clerk is an individual whose role is to bin or store the items into the storage bins.
4. Bidders should have understanding of methods, sequence and material for cleaning variety of surfaces, equipment and machinery.
5. It is not necessary to put similar items at the same place.

D. Match the Columns

1	Binner	a	Working knowledge of technology and equipment used for scanning products and binning goods.
2	Competencies of a binner	b	Sticker all product with an information label.
3	Track and store	c	Higher picking accuracy of up to 99.9%.
4	Automating processes	d	To bin or store the items into the storage bins according to an inventory list.

E. Answer in Brief

1. How are the goods received at a warehouse classified?



2. Explain the importance of binning process at a warehouse.
3. Describe the functions of a binner.

F. Check your Performance

1. Demonstrate your observations and provide suggestions from the practical session of your visit to the warehouse.
2. Spell out procedures followed in the warehouse while performing inward and outward activity of goods.
3. Demonstrate the competencies that each student possesses after the practical session.

SESSION 2: STORAGE SYSTEM UNDER BINNING

Warehouses are part of supply chain management. Storage system is an engineered system with the function to store materials, in other words to hold materials until they are needed (Fig. 3.1).



Fig. 3.1: Warehouse

Storage

An effective planning is required for placing and locating goods in a warehouse. Warehouse stores a large quantity of goods horizontally and vertically, therefore placing goods is not an easy task. Making a plan for placing of goods in a warehouse needs specification, classification, segmentation and labelling of place for the goods.

Storage is a place with a big area and covered rooftop to store goods of different classes in bulk quantity for a certain period of time. The layout design of the store is made in a way to ensure keeping, receiving, movement and removing of goods in a convenient and safe manner.

Classification of goods for storage

The classification of goods for storage in a warehouse depends on the following factors—

- (a) FMCG: Food category, non-food category, like bread, biscuits, chips, detergents, soaps, hair



oil, shampoo, etc., are known as Fast Moving Consumer Goods (FMCG).

- (b) Consumer goods: Stationeries.
- (c) Semi durable goods: Mobiles, bags, belts, shoes, bulbs, tube lights, etc.
- (d) Durable goods: Washing machine, television, furniture, etc.
- (e) Industrial goods: Conductors, generators, machines, inverters, weighing machines.

Further placing of goods for storage within the above categories is done on the following basis—

1. Perishable
2. Non-perishable
3. Identifying damaged goods at every stage
4. Proper handling of goods with care in terms of reserve place, maintaining temperature for certain goods
5. Weight and size
6. Storing time
7. Receiving (incoming)
8. Issuing (outgoing)
9. Safety and security
10. Quality check before receiving, before issuing and during storage

There are four kinds of warehouse storage—

1. Shelving: Shelves are also known as racks, which are assembled with typical methods.
2. Mobile Shelving: Storage units are designed to show capacity over traditional storage units.
3. Pallet Racking: In this the storage of palletised material are arranged in horizontal rows with multiple levels (Figure 3.2).
4. Multi-tier Racking: The ideal storage, picking and packing of large number of components with limited staff.



Fig. 3.2: Pallet Racking



Practical Exercise

Activity 1

Visit a warehouse to understand the storage system.

Material Required

Notebook, Pen Pencil, and Camera.

Procedure

1. Make a group of 4–5 students.
2. Ask them to visit a warehouse nearby their home or school.
3. Ask a warehouse binner to show the type of storage system in the warehouse.
4. Also ask about the use of different types of storage system.
5. Make a report on the visit and submit it to the subject teacher.
6. Present the report in the class and discuss the outcome of the visit.

Activity 2

Prepare a chart on your visit to the warehouse

Material Required

Notebook, Pen, Pencil, Eraser, Drawing sheet, Sketches.

Procedure

1. As Activity 1 discussed above.
2. Ask them to draw a chart about the different storage systems in the warehouse.
3. Display the chart in the class and discuss the outcome of the visit.

Check Your Progress

A. Fill in the Blanks

1. Categorised storage of goods is a function of _____.
2. _____ means the goods which are coming into the warehouse for storage for a certain period of time.
3. The place where the goods are stored is called _____.
4. Full form of FMCG is _____.
5. Furniture is an example of _____ good.



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B. Multiple Choice Questions

1. Warehousing provides time and place utility for _____.
(a) raw material
(b) industrial goods
(c) finished products
(d) All of the above
2. Functions of warehousing include _____.
(a) transportation consolidation
(b) docking
(c) service
(d) All of the above
3. Among the following, industrial goods are _____.
(a) conductor and generator
(b) machines, inverter and weighing machines.
(c) (a) and (b) both
(d) None
4. Shelving is the fundamental tool in _____.
(a) handling material
(b) racking
(c) (a) and (b) both
(d) None
5. Multi-tier storage is the solution for
(a) storage
(b) picking
(c) packing
(d) All of the above

C. State whether True or False

1. The goods which are coming into the warehouse for storage are known as outbound goods.
2. Proper planning of classification and specification of goods is not essential before storing in warehouses.
3. It is not possible to segment goods on the basis of same destination in a warehouse.
4. Bread, biscuit and chips are the examples of durable goods.
5. Multi-tier storage is the ideal storage solution.

D. Answer in Brief

1. Describe the classification of goods for storage.
2. Explain segmenting the goods on the basis of same destination.
3. What is shelf storage?
4. What is mobile shelving?



5. What do you understand by FMCG goods?
6. What do you understand by pallet racking?

E. Check your Performance

1. Classify the goods on the basis of storage.
2. Show how to put items in shelf storage.
3. Demonstrate different kinds of warehouse storage.

SESSION 3: LABELING AND CODING OF GOODS

Labeling

Warehouse labels are important for inventory management.

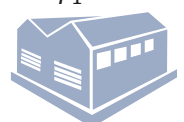
Proper organisation of the warehouse not only helps to identify products, but at the same time makes the shipping easy. A simple yet effective way to achieve this is to utilise warehouse labels.

Product manufacturers utilise warehouses to store a wide variety of raw material, semi processed or finished goods.

Commonly used warehouse labels

Several kinds of warehouse labels exist in warehouse management. Some of the general types are briefly described below.

- **Floor labels:** These are appropriate for big warehouses with numerous rooms. Floor labels are produced to withstand heavyweight traffic and attire and tear. In addition, they are roughly produced to withstand harsh solvents, oil, hydrocarbon solutions, and some other contaminants. Floor labels can be custom factory-made in any shape, size and length and then can be easily incorporated with variable graphics, logos, texts, bar codes, and colours.
- **Rack labels:** These are the utmost common types mostly utilised in warehouse services to restructure the workflow. These labels help identify the right products for storing, shipping,



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and inventory management. There are several kinds of rack labels existing, including cold storage, magnetic and multi-level rack labels.

- **Aisle labels:** These labels are planned to pinpoint the location of a merchandise location quickly and to provide directions, cautions, or welfare messages. These are accessible in several colours including green, red, white and yellow, which ensure high prominence. Each colour is intended to convey precise information. For instance, white aisle labels are essentially chosen to recognise the location of shelves, racks and bays. While, red aisle label is suitable to provide cautions, safety notices and warnings.

Benefits of warehousing labels

Following are some benefits of warehouse labels.

- **Tracking**—Most of the time, product manufacturers' label fail to provide enough information about the contents when it reaches the facility for storing.
- **Improved Organisation and Warehouse Efficiency**—The usage of warehouse labels removes mistakes like transport the incorrect item to customers' doorsteps, and mismanagement items that need to be achieved with ultimate care.

Coding

Allotting a number to each item is called a code. This process is called codification. Identifying items and categorising related inventory items. Codes often consist of a stock-keeping unit (SKU) number for bar coding or RFID coding purposes.

Coding also allows warehouse tracking system to monitor the quantity of items in inventory and their status.

Advantages of coding

The advantages of coding stocks are—

- Storing identical stocks.
- Accurate identification of items.
- Systematic posting of receipts, issues, accounting records.



- Maintaining accuracy in posting of receipts, issues, accounting records, etc.
- Material management activities for codification are the fundamental requirement for computerisation.
- It helps in standardisation and variety reductions.

Indication of colour codes



- Yellow floor tape is a caution for pedestrian aisle ways.



- Red floor tape is used for indicating emergency ways.



- Green floor tape is used for safety related equipment and raw material areas.



- Orange floor tape is used for parts of machinery areas.



- Blue floor tape shows work in progress equipment under repair zone.
- Black – Finished Goods Area
- Yellow or Black Diagonal Floor Tape – Extra Caution Areas

Practical Exercise

Activity 1

Study of labelling, coding at a warehouse

Material Required

Check-list to visit notes, notebook and pen/pencils.

Procedure

1. Visit a warehouse and see the types of packing, symbols used in packing, labeling and how coding is done, significance of colour coding.
2. Mention the appropriate option (Yes, No and give reasons)



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S. No.	Activity and Functions	Yes	No	Reasons/ Remarks
1.	Did you understand the purposes of labeling and coding?			
2.	Are you able to identify the types of labeling and coding?			
3.	Are you able to identify the symbols used for labeling and coding?			
4.	Could you understand the meaning of labeling?			
5.	Were you able to learn the common labels used in warehouse?			
6.	Were you able to learn the advantages of warehouse labels?			
7.	Did you understand coding and advantages of codification?			
8.	Are you able to identify colour codes used in the warehouse?			

Check Your Progress

A. Fill in the Blanks

- _____ are essential for efficient inventory management and the picking process throughout distribution facilities.
- Product _____ utilise warehouses to store a wide variety of raw materials, semi processed, or finished goods.
- Floor _____ are applicable for large warehouses with several rooms.
- Rack labels help to identify the right _____ for storing, shipping, and inventory management.
- Code helps to identify unit is _____, with a given item.

B. Multiple Choice Questions

- Allotting a numeral to each item is called _____.
 (a) labelling
 (b) coding
 (c) tracking
 (d) packaging
- Packaging outside the primary packaging is called _____.
 (a) semi primary packaging
 (b) secondary packaging



- (c) tertiary packaging
- (d) transit packaging
- 3. Labels which are largely utilised in warehouse facilities to streamline the workflow are known as _____.
 - (a) aisle labels
 - (b) rack labels
 - (c) floor labels
 - (d) None of these
- 4. The purpose of packaging is _____.
 - (a) physical
 - (b) barrier
 - (c) information transmission
 - (d) All of these

C. State whether True or False

1. Labeling is the technology of enclosing or protecting products.
2. Packages and labels fail to communicate how to use, transport, recycle or dispose off the package or product.
3. Warehouse labels are essential for efficient inventory management.
4. Rack labels are largely utilised in warehouse facilities to streamline the workflow.
5. Codes often consist of a stock-keeping unit (SKU) number for bar coding or RFID coding purposes.

D. Match the Columns

Match the colour of tape with the explanation

1	Yellow Floor Tape	a	Safety related equipment or raw material area
2	Black	b	Parts for machinery area
3	Blue Floor Tape	c	Finished goods area
4	Green Floor Tape	d	Caution pedestrian aisle ways
5	Orange Floor Tape	e	Safety equipment area
6	Red or White Diagonal Floor Tape	f	Work in progress, equipment under repair zone

E. Answer in Brief

1. Explain the purpose and the types of labeling.
2. What symbols are used in the warehouse and their meanings?
3. What are the advantages of codification and colour codes?



F. Check your Performance

1. Perform the labeling and coding of products in the warehouse.
2. Spell out the commonly used warehouse labels.
3. List out the benefits of using warehouse codes.

SESSION 4: MANAGE THE WAREHOUSE AND ITS ACTIVITIES

Warehouse management system (WMS)

WMS is an application that supports the daily routine of a warehouse. It facilitates in keeping a track of inventory levels and location of stocks in a warehouse.

Warehouse management systems earlier could provide only the simple storage locations but modern WMS applications are more updated and precise, and include new systems of tracking like Radio Frequency Identification (RFID) and voice recognition. Different types of software are available for WMS and the binner may choose as per requirement of the store.

Goals of a proper warehouse management system

WMS is followed in a warehouse with the following objectives—

1. To provide information on management for efficient control of the movement of material within a warehouse.
2. To support the distribution center management and staff.
3. To facilitate the entire management in its daily planning, organising, staffing, directing and controlling of available resources.
4. To support staff for storage and efficient movement of materials in and out of the warehouse.
5. To satisfy the customers' demand as these are the first and foremost tools used by businesses.



6. To fulfill the requirements of supply chain and distribution channels.
7. To ensure that minimal losses if any occur in the different warehouse processes.

Elements of WMS: a standard warehouse element includes

1. Stock keeping units (SKUs): These are the units handled and stored at the warehouse.
2. Warehouse storage locations: It shows the individual location number, the picking sequence, type of storage (case, pallet), use (picking, reserve, storage, etc.), location, size or capacity, outdoor, etc.
3. Dock doors: It includes individual number of entries, exits, etc.
4. Labour productivity: It shows the productivity of labour by function or activity, like cases picked per man-hour, etc.
5. Devices: These include RFID system, mobiles, computers, automatic storage and retrieval, etc.

All the information related to store management is recorded in the form of data.

Systems and processes followed by warehouses

Systems are defined by the methods used to accomplish various warehouse functions (Fig. 3.3 (a) and (b)).

Process of WMS includes—

1. Receiving Goods: The user ensures that all shipments are properly handled so that the losses can be minimised and time could be saved.
2. Tracking Inventory: A WMS enables warehouse owners to keep a check of all the stock in the warehouse.



Fig. 3.3(a): Process of Warehouse Management System

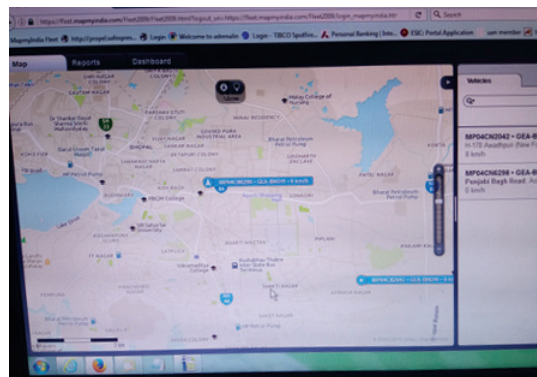


Fig. 3.3(b): Process of Warehouse Management System



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As over-stocking is prevented it ensures better utilisation of space.

3. Slotting: WMS enables an efficient way of storing different kinds of products in a warehouse. It ensures that the arrangement of product orders is processed in a faster way.
4. Labour Visibility: WMS system eliminates the need to get more staff or labour to undertake some of the functions that are managed. The biggest labour saving is the elimination of full inventory counts. It saves labour cost.
5. Document Preparation: WMS automates most of the processes that are huge and costly to maintain. In the process, everyone has the data needed to do their job in a warehouse.
6. Picking and Shipping: WMS ensures that the right kind of product is picked based on the rules (LIFO or FIFO). It makes sure that the right orders are shipped to the right people at the right time. With this, the mistakes at the time of transportation of goods are avoided.
7. Customer Service: WMS improves overall customer service and ensures that orders are received on the committed time.
8. Tracking and Visibility: WMS will allow tracking a lot of information related to expiry dates, serial numbers, etc.
9. Reporting: WMS enables management an easy to use database and includes many reports out of the box.

Operational functions of a warehouse

Daily operational functions of warehouse include—

1. Planning—Maintaining a daily plan is essential to carry out the regular activities of the warehouse.
2. Organising—It is done with an objective to minimise the space blockage at the time of shipping and to create an order of flow to support the progress through the day.



3. Staffing—It is done to assign workers to functions and areas as per their abilities and expertise.
4. Directing—It is done to ensure the documented statutory processes and procedures are applied by all persons working in the warehouse. This function is also used to divide orders into logical work units and then assign them to separate individuals.
5. Controlling—It provides management methods so that the problems arising in a process can be resolved on time and the data can be reported for performance analysis.
6. Dock Operations—It includes functions like unloading and loading shipments, checking the damage. The driver has to note all damage and shortages on the delivery receipt before the receipt is signed. All delivery and shipment paperwork are to be submitted to department within the organisation.
7. Receiving Operations—This function is the initial point for inventory control in the warehouse.
8. Storage Operations—The function involves moving goods from the dock area to a holding location.
9. Customer Returns Operations—This is the primary function associated with customer returns, status and recording.

Thus, daily operational functions are the backbone of the warehouse activity. Presently, most of the warehouses use software for performing it and the records are maintained in the system.

Practical Exercise

Activity 1

Learn warehouse management system by performing various functions involved in warehousing and the operational activities at a warehouse.



Practical Exercise

Material Required

Check-list to visit notes, notebook and pen/pencils.

Procedure

1. Visit a warehouse near your location.
2. Divide the class in two groups—A and B
3. To study the warehouse management system, collect the following information; mention the appropriate option (Yes, No and give reasons or remarks)

S. No.	Activity and Functions	Yes	No	Reasons/Remarks
1.	Does the warehouse you visited have a defined warehouse management system?			
2.	Do they have a system based (Software enabled system) or manual WMS?			
3.	Is the staff efficient in managing the warehouse?			
4.	Does the warehouse maintain records?			

GROUP A: Collect the following information on the systems and processes followed by a warehouse from the warehouse in-charge and ask the following questions:

1. What process do you follow to receive the goods?
2. How do you track inventory?
3. How do you slot for better efficiency in managing stored goods?
4. How do you manage labors in the warehouse premises?
5. Which documents are prepared to support WMS?
6. Which method of picking do you follow?
7. What kind of services do you give to customers?
8. Which reporting pattern do you follow?

GROUP B: Collect the following information on the operational functions of warehouse and ask the following questions:

1. How do you plan a day, week and a month?
2. How do you organise orders to be picked?
3. How do you assign job to workers?
4. What are the necessary documents prepared for operational functions?
5. How do you handle customer returns?
6. How do you monitor progress in a day?



A. Fill in the Blanks

1. _____ is an application that supports the daily routine operations in a warehouse.
2. Warehouse management systems use _____ for tracking.
3. _____ include individual number of entry and exit.
4. WMS improves overall customer _____.
5. _____ is the inventory by location with manufacture date and code of lot.

B. Multiple Choice Questions

1. Which function involves sequencing orders to be picked?
(a) Planning
(b) Directing
(c) Organising
(d) Staffing
2. Tracking and visibility includes tracking information related to _____.
(a) expiry date
(b) serial numbers
(c) warranty issues
(d) All of these
3. Which one is not an operational function at a warehouse?
(a) Planning
(b) Tracking
(c) Organising
(d) Directing
4. Which process of WMS includes rules for Picking— LIFO or FIFO?
(a) Document Preparation
(b) Picking and Shipping
(c) Customer Service
(d) Reporting

C. State whether True or False

1. Staffing function includes the daily plan for receiving dock activity.
2. Dock operations include functions like unloading and loading shipments and checking for the damages.
3. Tracking does not ensure the warehouse management that there is enough stock in the warehouse.
4. WMS uses a database to support warehouse operations.



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5. Stock keeping units (SKUs) means keeping inventory by location.

D. Match the Columns

Match the operation functions at a warehouse with their purpose—

1.	Planning	(a)	Verifying product quantity, receiving reports and sending them to the designated departments.
2.	Controlling	(b)	Verifying what was returned, deciding whether credit should be sanctioned based on its condition.
3.	Directing	(c)	To assign workers to functions and areas as per their ability and expertise.
4.	Staffing	(d)	Selecting the orders to be processed in the day or night shift.
5.	Receiving Operations	(e)	Ensures documented statutory processes.
6.	Customer Return Operations	(f)	Provides management methods to monitor progress through the day.

E. Short Answer Questions

1. What are the goals of proper warehouse management system?
2. What are the elements of warehouse management system?
3. What is the process of warehouse management system?
4. Describe the various operational functions of a warehouse.

F. Check your Progress

1. Demonstrate the goals of a proper warehouse management system.
2. Spell out the elements of warehouse management system.
3. List out the benefits of codes at warehouses.
4. Draw a figure describing the process of warehouse management system.
5. Demonstrate the operational functions of warehouse.

